



VIRTUAL KICK OFF & AGENCY ACHIEVERS AWARDS 2021

Wednesday, 15 December 2021 | 20:00hrs to 21:30hrs

FAQ

Q1: When is the AIG Virtual Kick Off & Agency Achievers Awards 2021?

The virtual event will be held on Wednesday, 15 December 2021 from 20:00 to 21:35 hrs. You can join as early as 15 minutes before the program begins to check your internet connection.

19:45 Announcement by Emcee

20:00 Program begins

21:35 Event concludes

Q2: Do I need a passcode to watch the AIG Virtual Kick Off & Agency Achievers Awards 2021?

Attendance to this event is open to attendees who have registered. If you have registered, you will receive the virtual event link and passcode upon successful registration.

Q3: Where can I watch the AIG Virtual Kick Off & Agency Achievers Awards 2021?

On the day of the virtual event, click the Join Webinar link from your confirmation email or login to Zoom using the webinar ID and passcode provided. You will be brought to a page that will allow you to watch the live streaming from the comfort of your home.

Q4: Can I share the Join Webinar link and passcode?

Yes. You may share with your loved ones and staff.

Q5: Will others see me or hear me when I tune in?

No. Your audio and camera are muted to minimize disruption during the virtual event.

Q6: Who can I talk to if I need help or have questions during the virtual event?

You may use the chat box to connect with the event Host / Panelist for assistance.

While in a webinar, click Chat  in the meeting controls at the bottom of your screen.

When you click on chat, the chat window will appear. It will be on the right if you are not in full screen. If you are in full screen, it will appear in a window that you can move around your screen.

Q7: Can I still join the virtual event if I am late?

Yes. Please click the Join Webinar link from your confirmation email. However, we recommend you to join as early as from 19:45 hrs onwards to check your internet connection.

Q8: What if my computer crashes? Or I have to leave for a few minutes? Can I get back in?

Yes. You would be able to re-join the session using the same Join Webinar link.



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Q9: What device(s) can I use to watch the virtual event?

You can watch the virtual event through any web browser on your desktop, laptop, iPad, tablet, smartphone or other mobile device. For the best experience, we recommend having a strong internet connection and using the Google Chrome browser.

Q10: What is the system requirement?

For a first timer who have not joined any Zoom Webinar before, you will be asked to install Zoom App or continue with browser to perform the necessary set up when you join the virtual event. We recommend you to login slightly earlier to complete the set-up process for a smooth viewing experience before the virtual event begins at 20:00 hrs.

Please see below system requirement:

- iPhone and iPad - iOS 8.0 or later and iPadOS 13 or later
- Android Smartphones - Android 5.0x or later
- Windows PC - Windows 7 or later
- Mac - macOS 10.9 or later

Q11: What internet connection speed is required?

You will need a minimum of 5 Mbps download speed for best viewing experience.

Please click here <https://speedtest.tn.com.my/index.html> for a speed test and confirm your bandwidth meets the minimum requirement.

Multiple factors affect the speed and quality of your internet connection. High bandwidth applications can drain your internet bandwidth capacity and slowdown the live streaming. For a smoother live streaming experience, you may want to limit some of these applications on the day of virtual event:

- Online game
- Netflix – streaming Movie
- Pandora – streaming Music, Radio and Podcasts
- YouTube, Facebook, & etc.

Q12: Still need help?

Please contact your servicing manager for assistance or email to: aigmy-agency@aig.com (email enquiry will close after 3pm on 15/12) if you need further information.